

This diploma thesis deals with the Probation and Mediation Service in the Czech Republic, its importance and awareness of this service in society. The Probation and Mediation Service is a state organization that works in the field of criminal policy. Its main goal is to resolve the conflicts associated with criminal activities effectively and in favour of society. But this is not the only aim of the organization. It also strives for efficient and dignified execution of alternative punishments and measures. Probation and Mediation Service is based on a concept of restorative justice which is increasingly developing in the Czech Republic. It stresses the integration of offender, participation of victim and protection of society. The probation officers have to face many problems that make their work difficult. Key issue is a low awareness of the Probation and Mediation Service in society which is caused by insufficient PR strategy. The consequence of inadequate promotion is a limited cooperation between probation officers and offenders or victims. The low awareness is proved by the results of questionnaire surveys that were conducted among general public in the Czech Republic and clients of the Probation and Mediation Service centre in Prague. Czech experts - probation officers suggest taking certain measures that can help to enhance the awareness of the Probation and Mediation Service in the Czech Republic.